

W-01303A-08-0227  
SW-01303A-08-0227  
ORIGINAL



0000090812

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      73232

Date: 11/21/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Patricia      Bodenich

Account Name: Patricia Bodenich

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Scottsdale

CBR:

State: AZ      Zip: 85253

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* REFERRED FROM CHAIRMAN GLEASON'S OFFICE \*\*\*\*\*

\*\*\*\*\* W-01303A-08-0227 \*\*\*\*\*

\*\*\* PARADISE VALLEY DISTRICT \*\*\*

Customer sent the following e-mail to the Chairman -

From: Patty [mailto:guardbadenoch@qwest.net]  
Sent: Monday, November 17, 2008 2:34 PM  
To: ppierceinaz@yahoo.com; Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; hatch-miller-web@azcc.gov; Pierce-Web  
Subject: RE: Arizona American Water Updates

Many of us are very much interested in rate increases and quite frankly we are extremely concerned, particularly if living on a fix income. Further costs will impact our quality of life in that we do not want to have to cut down on water usage because of cost. It is very apparent that developers and city planners should be mandated to cost out infrastructure and utility impacts to existing residents to assess fair and equitable density projects before not after decisions are made. Ignoring these downside effects is unconscionable abuse of power. Where is the oversight of these abuses? The shielding argument of water scarcity is an environmentally misleading argument while negating population growth. Population growth needs to be regulated!

Patricia Badenoch  
\*End of Complaint\*

Utilities' Response:

Arizona Corporation Commission

DOCKETED

NOV 21 2008

DOCKETED BY [Signature]

RECEIVED  
NOV 24 P 2:01  
ARIZONA CORPORATION COMMISSION

4710

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator's Comments and Disposition:**

Responded with the following e-mail -

Ms. Badenoch -

Thank you for your recent e-mail to Chairman Gleason's office. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

I will file your opinion in the current rate case filed by Arizona American. It will be docketed and all the Commissioners will have the opportunity to review them before making a decision.

Please provide your street address (including city and zip code) so that your comments can be placed into the correct district for the rate case. As soon as I receive that information, I will file your opinion.

The concerns raised in letters, phone calls and e-mails received from customers will assist staff in the investigation and review of the rate application. Staff's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

The Commissioners and staff appreciate your comments and the interest taken on the proposed rate application. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 11/21/2008

**Opinion No.** 2008 - 73232

---

W-01303A-08-0227  
SW-01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:**

**Fax:** (

**Priority:** Respond Within Five Days

**Opinion No. 2008 73214**

**Date:** 11/21/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Rick **Last:** Adams

**Account Name:** Rick Adams

**Home:** (000) 000-0000

**Street:** n/a

**Work:** (000) 000-0000

**City:** Paradise Valley

**CBR:**

**State:** AZ **Zip:** 00000

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*\*\*PARADISE VALLEY WATER DISTRICT\*\*\*\*\*

The rate increase being requested by Arizona-American Water Company is outrageous. He states that the service is horrible. He states that he sees full page ads printed in the local newspapers and feels that the company has no need for money. He states that the ACC should deny this request.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

11/21/08 I informed consumer that his opinion would be filed and made part of the permanent file. Closed

File in Docket No. W-01303A-08-0227 and SW-01303A-08-0227

\*End of Comments\*

**Date Completed:**

**Opinion No. 2008 - 73214**

W-01303A-08-0227  
SW-01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:** (

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      73226

**Date:** 11/21/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Charlotte      **Last:** Peck

**Account Name:** Charlotte Peck

**Home:** (

**Street:**

**Work:** (000) 000-0000

**City:** Sun City West

**CBR:** (

**State:** AZ      Zip: 00000

**is:** Cellular

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** n/a

**Contact Phone:** n/a

**Nature of Complaint:**

\*\*\*SUN CITY WEST WATER DISTRICT\*\*\*\*

Customer states that the water rate increase being requested is ungodly. I don't know what they are try to do to us. I guess we're going to have to sell our house. We just can't afford this anymore.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

I left a voicemail for customer and I stated that the opinion had been received and will become part of the permanent file. It will also be distributed to Commissioners and staff. If she had any questions she can call me back. Closed

Filed in docket no. W-01303A-08-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed:** 11/21/2008

**Opinion No.** 2008 - 73226

SW 01303A-08-0227  
W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** (602) 542-8888

**Fax:** (602) 542-2426

**Priority:** Respond Within Five Days

**Opinion** No. 2008 - 73247

**Date:** 11/24/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** JAY **Last:** Bodily

**Account Name:** Jay Bodily

**Home:** (602) 700-1000

**Street:** 1811 Clear Lake Dr

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ Zip: 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Matt Williams

**Contact Phone:** (602) 915-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73247

---

SW 01303A-08-0227  
W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-8850

Fax: (602) 542-8120

Priority: Respond Within Five Days

Opinion No. 2008 - 73246

Date: 11/24/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Pat Last: Henson

Account Name: Pat & Ken Henson

Home: (602) 788-7002

Street: 1250 Glen Lakes Dr

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Mark Williams

Contact Phone: (602) 815-8487

Nature of Complaint:

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73246

---



SW 01303A-08-0227  
W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** (602) 542-9999

**Fax:** (602) 542-2429

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73239

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
Lale      Cilenti

**Account Name:** Lale Cilenti

**Home:** (602) 261-0000

**Street:** [REDACTED]

**Work:**

**City:** Fort Mohave

**CBR:**

**State:** AZ      Zip: 86427

**is:**      "

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 915-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73239

---

SW 01303A-08-0227  
W 01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 542-2222

**Fax:** (602) 542-2122

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73240

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
M. A.      Bell

**Account Name:** M.A. Bell

**Home:** (602) 733-0000

**Street:** 5660 E. Grand Lake Ct

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Williams

**Contact Phone:** (602) 915-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73240

---

SW 01303A-08-0227  
W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** (602) 542-0000

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73242

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Dale T      **Last:** Jones

**Account Name:** Dale T & Cynthia A. Jones

**Home:** (602) 700-0114

**Street:** 1002 Clear Lake Dr.

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 915-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73242

---

SW 01303A-08-0227  
W 01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 542-2227

**Fax:** (602) 542-2227

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73243

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Thomas      **Last:** Hoover

**Account Name:** Thomas Hoover

**Home:** (602) 542-2227

**Street:** [REDACTED]

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 542-2227

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73243

---



SW 01303A-08-0227

W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** (602) 542-8888

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion** No. 2008 - 73244

**Date:** 11/24/2008

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Beverly **Last:** Lundy

**Account Name:** Beverly Lundy

**Home:** (602) 769-0701

**Street:** 1074 Gold Lake Dr

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (622) 815-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

Date Completed: 11/24/2008

Opinion No. 2008 - 73244

---

SW 01303A-08-0227  
W 01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** (602) 541-1100

**Fax:** (602) 541-1100

**Priority:** Respond Within Five Days

**Opinion**

**No. 2008 - 73245**

**Date:** 11/24/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Donald**

**Kavanagh**

**Account Name:**

Donald & Lori Kavanagh

**Home:** (602) 541-1100

**Street:**

1807 N. ...

**Work:**

**City:**

Bullhead City

**CBR:**

**State:**

AZ

**Zip:** 86426

**is:**

**Utility Company:**

**Arizona - American Water Company**

**Division:**

Water

**Contact Name:**

Karl ...

**Contact Phone:** (602) 541-1100

**Nature of Complaint:**

Docket No. W 01303A-08-0227

SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73245

---

SW 01303A-08-0227  
W 01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 542-8888

**Fax:** (602) 542-2428

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73238

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
Art      Paulsen

**Account Name:** Art Paulsen

**Home:** (602) 788-8888

**Street:** 1887 N. [REDACTED] Dr

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      Zip: 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 845-8487

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

**Date Completed:** 11/24/2008

**Opinion No.** 2008 - 73238

---

SW 1303A-08-0227  
W 1303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 542-8888

**Fax:** (602) 542-8888

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008 - 73248

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Thomas A.      **Last:** Ester

**Account Name:** Thomas A. Ester

**Home:** (602) 700-1000

**Street:** 1888 S. ...

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** Karl Williams

**Contact Phone:** (602) 815-2107

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called consumer and acknowledged receipt of opinion.

\*End of Comments\*

Date Completed: 11/24/2008

Opinion No. 2008 - 73248

---



SW 01303A-08-0227  
W 01303A-08-0227

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton

**Phone:** (602) 540-0100

**Fax:** (602) 540-0100

**Priority:** Respond Within Five Days

**Opinion**      **No. 2008 - 73250**

**Date:** 11/24/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Don      **Last:** Moedl

**Account Name:** Don & Karen Moedl

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Bullhead City

**CBR:**

**State:** AZ      **Zip:** 86426

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** (602) 540-0100

**Nature of Complaint:**

Docket No. W 01303A-08-0227  
SW 01303A-08-0227

MOHAVE COUNTY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house. It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher than all the neighboring waste water companies around us. We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called [redacted] and acknowledged receipt of opinion.

\*End of Comments\*

Date Completed: 11/24/2008

Opinion No. 2008 - 73250

---